



## Shared Services Center

# TRAVEL AND EXPENSE REIMBURSEMENT

## TOP 10 REASONS FOR RETURNED EXPENSE REPORTS



The following items are considered the top 10 reasons for returned travel expenses that the SSC T&E Team find while reviewing travel expense reports. More details below on Page 2.

- |                                     |                               |
|-------------------------------------|-------------------------------|
| 1. Incorrect/Inconsistent Dates     | 6. Incorrect Expense Category |
| 2. Missing/Incomplete Documentation | 7. Meals Per Diem             |
| 3. Business Meals                   | 8. Mileage                    |
| 4. Higher Lodging                   | 9. Disallowed Expenses        |
| 5. Expense Itemization              | 10. Justification             |

FAQs and guides are available online at [www.ssc.vccs.edu](http://www.ssc.vccs.edu).

Additional assistance is provided by the SSC Help Center at 540-591-4000, 877-340-5577, or [help@ssc.vccs.edu](mailto:help@ssc.vccs.edu).

### 1. Incorrect/Inconsistent Dates

- Header page dates of travel, expense line dates, and receipt dates do not match
- Future dated expenses requested – expenses are reimbursable after travel completed

### 2. Missing/Incomplete Documentation

- Missing supporting documentation for expense verification and justification
- Pre-approvals when required (overnight travel, business meals, higher lodging)
- Receipts – Missing or Incomplete
  - Not a true receipt (Reservation confirmation only ) - Proof of Payment required
  - Itemized receipt (Hotel, Business Meals, Car Rental)
- Agenda (Agenda at a Glance) – Missing or Incomplete
  - Required for meals verification
  - Web link addresses are not sufficient – Must attach PDF copy of agenda
- Itinerary – Missing or Incomplete (Airfare/Rail)
  - Details of trip including dates and location missing – Needed for expense verification

### 3. Business Meals—Missing or Incomplete

- Pre-Approval
- List of attendees
- Business purpose
- Itemized receipt

### 4. Higher Lodging

- Missing pre-approval
- GSA rates incorrect - Based on physical hotel location (i.e. Hyatt Richmond/Arboretum is located in Chesterfield County, VA , rather than City of Richmond)
- Excess lodging incorrectly allocated and excess lodging tax/fees incorrectly prorated

### 5. Expense Itemization

- Not itemized on a daily basis and by receipt – required for Cardinal transparency

### 6. Incorrect Expense Category

- i.e. Hotel expenses: Room Rate = Categorized as Lodging (i.e. Room Rate \$91.00) ; Lodging Tax/Fees (Local, State, etc.) = Categorized as Lodging Tax/Fees (i.e. Tax/Fees 12.10)

### 7. Meals Per Diem

- Meals provided at no cost by hotel or event
- Travel days not deducted
- Justification for not deducting meals not attached or noted
- Location incorrect/missing – Based on physical lodging location (i.e. Hyatt Richmond/Arboretum is located in Chesterfield County, VA , rather than City of Richmond)

### 8. Mileage

- Not using exact (complete) addresses
- Cost Beneficial Analysis – Not completed or not attached
- Justification for current IRS rate (\$0.535) not attached or noted - Required for mileage overnight travel and mileage greater than 200 miles in a single trip

### 9. Disallowed Expenses

- Rental car insurance (CDW/LDW) and refueling
- Travel insurance
- Alcoholic beverages
- Expenses for personal comfort / matter of convenience

### 10. Justification

- Not “Painting the Whole Picture”
- Justification missing or insufficient
- Provide adequate justification when required (i.e. Car Rental class rented outside allowable class type, not deducting meals provided at no cost, current IRS mileage rate)